



The following are the Tokyo Conference Center Shinagawa Terms of Service.

We ask all of our guests to comply with these Terms of Service when reserving and using Tokyo Conference Center Shinagawa (hereinafter referred as “the Facility”).

1. Acceptance and Process of Reservation

Reservations are accepted from one (1) year to fifteen (15) days prior to the day of use. Please complete and submit a Tokyo Conference Center Shinagawa Meeting Contract.

Please refer to the separate Food and Beverages Terms of Service for ordering a party or reception.

Please see Tokyo Conference Center Shinagawa Process of Use for the process from reserving to completing use of the Facility.

2. Business Hours

Weekdays: 9:00 AM – 9:00 PM

Closed: December 28th – January 4th

Please consult with us regarding Saturdays, Sundays, and National Holidays.

Please note that the Facility may close for repairs, inspections, etc.

3. Charges and Payments

(1) Please confirm the quotation of charges associated with your meeting.

In addition, there is a service charge of 10% of the total room, equipment, fixtures, food, and beverage charges. (Consumption tax will also be charged.)

(2) We ask applicants to deposit 30% of the total room charge after receipt of the Meeting Contract. Please complete payment of the deposit within 14 days of the issuance of the invoice or the day before the usage, whichever comes first, through a bank transfer or in cash. If we are not able to confirm payment of the deposit by the due date, we may decline the reservation.

(3) After usage of the Facility, we will issue a statement of accounts for your signature. We will then send the final bill for the balance after deducting the deposit. Guests are kindly asked to pay the balance within one (1) month after the day of usage through a bank transfer or in cash.

4. Cancellation

If any cancellation is made after receipt of the signed Meeting Contract, we will charge the following cancellation fees calculated based on the day of notification of the cancellation.

- (1) Charges for canceling 4th floor conference room usage
 - 60 days or more prior to the day of usage…… 30% of the room charge
 - 59 days to 10 days prior to the day of usage…… 50% of the room charge
 - Within 9 days prior to or on the day of the usage…… Entire amount
- (2) Charges for canceling 5th floor conference room usage
 - 90 days or more prior to the day of usage…… 30% of the room charge
 - 89 days to 60 days prior to the day of usage…… 50% of the room charge
 - Within 59 days prior to or on the day of the usage…… Entire amount
- (3) Charges for canceling parties
 - 30 days to 8 days prior to the day of usage…… 50% of the initial charge
 - Within 7 days prior to or on the day of the usage…… Entire amount
- (4) Please note that canceling extra arrangements such as equipment, fixtures, food, beverages, etc., may also be subject to cancellation fees.

5. Usage of Conference Room

(1) The organizer of the conference is asked to check-in at the Main Reception on the 3rd floor before starting use of the contracted meeting space.

- (2) Please consult with us in advance about bringing in equipment and/or fixtures.
- (3) Parking is available on an advanced reservation basis only. Please consult with us in advance regarding parking.
- (4) Please inform the Facility staff after usage and confirm the content of the statement of accounts.
Please inform the Facility staff of any requests such as changing the closing time, etc, however, please note that it may not be possible to accommodate some requests.
- (5) Smoking is only permitted in the designated smoking area.
- (6) Please do not bring food or beverages into the Facility from the outside.

6. Disaster Control/Antitheft

- (1) We ask our guests to cooperate in prevention of fire and other disasters. In case of emergency, please calmly follow the instruction of the Facility staff.
- (2) Please confirm the location of emergency exits and fire extinguishing equipment and evacuation procedures in case of emergency.
- (3) The Facility will not be held responsible for theft/loss of brought-in items or any accidents caused by guests.
- (4) Should the Facility be unavailable due to a natural disaster or emergency, the Facility will refund the deposit, but will not bear any further responsibility.

7. Refusal of Service

We reserve the right to refuse service in the following situations:

- (1) If the actual purpose of use of the Facility was found to be different from what had been initially claimed in the reservation.
- (2) If any dishonesty is found in the Meeting Contract.
- (3) If a guest sublets or transfers the right to use the Facility to others.
- (4) If undue noise is anticipated or caused in the contracted meeting space that would disturb other guests in the Facility.
- (5) If any photography, display, distribution of printed materials, selling products, soliciting donations, etc. were conducted without permission from the Facility.
- (6) If any hazardous materials are brought into the Facility, or vandalism/breakage/loss of buildings/facilities/equipment of the Facility were committed.
- (7) If any violation of law or/and offending of public order and morals were conducted in the Facility, or any situation which the Facility deems a violation of the Terms of Service.
- (8) If we determine that the purpose or program of the conference is not appropriate for use of the Facility.
The applicant is responsible for compensating the full amount of any damages caused by any of the above.

8. Other

If the refusal of service is due to reasons on the Facility side, the applicant will be fully reimbursed for any payment already made.

Please note that these Terms of Service are subject to change without advance notice.
[As of February 9, 2015]

(Reverse side: Food and Beverage Terms of Service)



We ask all of our guests to note the following when reserving and using our food and beverage services.

1. Reservations and Charges

To use our food and beverage services, please complete and submit the Food and Beverage Service Application Form at least fifteen (15) days before the day of use. Please confirm the quotation of charge. A charge applies to the room reserved for the party. Separate charges for food and beverage services are calculated by multiplying the rate per person by the total number of attendees. We can provide some equipment for a fee. Please inquire in advance.

2. Business Hours

Weekdays: 5:00 PM – 9:00 PM
Saturdays, Sundays and National Holidays: Noon – 9:00 PM
Please consult with us regarding after-hours use.
Party rooms may be used for up to two (2) hours.
Please note that the Facility may close for repairs, inspections, etc.

3. Cancellation

If you cancel a reservation for your own reasons after we receive the Application Form, we will charge the following cancellation fees. The charges subject to the cancellation fees include the party room charge and food and beverage costs.

- (1) 30 days to 8 days prior to the day of use: 50%
- (2) Within 7 days prior to or on the day of use: Entire amount

4. Confirmation of Final Number of Attendees

- (1) Please notify our staff of the number of persons for whom food and beverage service is to be provided ("Final Number of Persons" hereinafter) by 5:00 PM on the day seven (7) days before the actual date of the party. We do not accept requests for changes submitted after this date.
- (2) Please note that you will be charged for the Final Number of Attendees even if the number of persons actually attending the party on the day is less than the Final Number of Attendees.

5. Method of Payment

- (1) You are kindly asked to make a lump-sum payment in cash at the close of the party. For conferences, we will issue an invoice after the event ends. You are kindly asked to make payment within one (1) month through a bank transfer.
- (2) We will charge 10% of the total amount as a service charge. (Consumption tax will also be charged.)

6. Damages

- (1) Please be careful not to damage or destroy the Facility, furniture and/or equipment.
- (2) Should any damage be made to the Facility by the organizer, participants of the party or the vender hired by the organizer, the Facility will request to the organizer to quickly repair or bear such expense.
Should the Facility be forced to close for repairs or due to damages caused by a third party, the Facility may claim appropriate damages.

7. Prohibited Actions inside the Facility

- (1) Bringing in dogs (other than guide dogs and hearing dogs), cats, birds, or any other pets or animals
- (2) Use of fire or bringing combustible or flammable materials
- (3) Bringing in objects emitting a foul odor or potentially contaminated materials
- (4) Actions that are illegal or inconsistent with accepted norms of public behavior or actions that may annoy other guests
- (5) Use other than for the intended purpose
- (6) Removal or transfer of fixtures provided in the room
- (7) Bringing in firecrackers, decorated paper balls or confetti
- (8) Bringing in food or beverage or removing any of the food or beverages provided
- (9) Playing musical instruments
- (10) Making extreme noise or engaging in dangerous actions
- (11) Other actions prohibited by laws or regulations

8. Refusal of Service

In any of the following cases, we reserve the right to refuse to host your party and terminate your contract:

- (1) We deem that guests likely to attend your party have engaged in actions that are illegal or inconsistent with accepted norms of public behavior.
- (2) We deem that your guests are likely to engage in actions within the Facility that may annoy other guests.
- (3) Any situations arise constituting a violation of these Terms of Service.

9. Other

- (1) Orders for additional beverages on the day of use may be accepted on a per bottle basis. Please consult with our staff.
- (2) Smoking is prohibited within the Facility. Smoking is only permitted in the designated smoking area on each floor. We appreciate your cooperation.